(b) and (c) The Public Grievance Cell of the Department of Telecommunications has been receiving complaints from consumers including complaints against private mobile operators. These complaints relate to billing dispute, poor quality of service, poor coverage, delay in refund of security deposit, wrongful disconnection of service, provision of value added services without consent etc.

**Development of IT hub in Shillong**

†739. SHRIMATI SUSHMA SWARAJ: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the atmosphere of Shillong, the capital of Meghalaya situated in the North-Eastern Region of the country is cold and pollution free, similar to the atmosphere of Bangalore;

(b) whether it is also a fact that the literacy rate is very high in Shillong;

(c) if so, whether his Ministry is contemplating to develop Shillong as IT hub on the lines of Bangalore;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The pollution level measured in Respirable Particulate Matter (RSPM) is 45 in Shillong and 66 in Bangalore. The temperature in Shillong region varies between 4 — 24 degree celsius as against 15 — 34 degree celsius in Bangalore. The average annual rainfall is 250 mm in Shillong as against 75 mm in Bangaiore.

(b) Higher than national average (about 63%).

(c) to (e) A Centre of Software Technology Parks of India (STPI), an autonomous society under Department of Information Technology has been approved.

† Original notice of the question was received in Hindi.